Agency Operations Plan 2013-15

Agency:

ND Highway Patrol

Line of Business: (optional)

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Technology Strategy:

The mission of the North Dakota Highway Patrol is to make a difference everyday by providing quality Law Enforcement services to keep North Dakota safe and secure.

Our technology resources provide our troopers with the tools to carry out their mission efficiently for the public, and to ensure the safety of each officer.

Technology Infrastructure:

Our infrastructure consists of regular phone and cell phone costs, software, and regular data processing charges.

Phone/Cell Phone:

Regular phone and long distance services are provided to us by ITD using the state system. Our cell phone services are provided by Verizon under state contract. Currently, we have 49 Smartphone devices distributed to staff officers, regional commanders and sergeants, one pilot, federal program personnel, and one civilian staff member. We also have 133 regular cell phones issued to executive security personnel, all troopers, and on-call IT staff.

Software:

The HP runs several types of specialized software packages that have yearly updates and/or maintenance agreements. One of the main packages is for accident reconstruction. This software is used by our officers to diagram serious accidents. Each of our 8 regional offices has at least one Reconstructionist on staff. Other specialized software packages include:
--I/Mobile our mobile data application that is a component of State Radio's CAD system. It provides our troopers with car-to-car messaging, NCIC, Driver's License, Motor Vehicle, and HP RMS information. The vendor responsible for maintenance is Intergraph; maintenance is

paid on a yearly per license basis.

--Hazmat Loader provides detailed information on placards and other Hazmat related information. The vendor of Hazmat Loader is RegScan.

--Automated Routing Module run with our Permit application to provide safe routes for Oversize/Overweight commercial vehicles traveling through ND. The vendor is ProMiles; maintenance is paid on a yearly basis.

--Storyline software is used to create online training modules for use on Peoplesoft.

The Highway Patrol utilizes Microsoft Office for its desktop application suite. All desktops and laptops use MS Office Standard 2010. All new desktops are issued with MS Office Standard 2013.

Regular Data Processing:

Regular data processing is defined as all monthly on going charges billed to us by ITD, excluding special programming projects.

Networking and application hosting are the most significant costs. Each of our 9 offices is equipped with a fiber or a T-1 line for access to the network.

ITD hosts and maintains several applications for the Highway Patrol.

1. Daily Activity System: This system provides a detailed record of each officer's activities. It tracks the amount of time worked during the shift, the number of specific activities done such as equipment weighed, overtime, leave time, and mileage. Several automated processes are associated with this application: mileage is submitted to NDDOT for billing, and overtime and leave time are sent to Peoplesoft. Data entry for this system is done by the troopers via mobile laptops. This is a Java based application.
2. Case Management System: This system tracks citations, field contacts, and case/incidents. Access to this system by the troopers is done via mobile laptops. With the use of this system, we are able to have a completely electronic traffic stop. From January 1, 2013 – December 31, 2013 the Highway Patrol completed 98.8% of their citations online. This system also sends citations each day to the Supreme Court thus eliminating duplicate data entry. In return, the court sends a disposition file back to update the status of each citation.
3. Permits & Routing: This is a web-based system for the sale of Oversize/Overweight permits. The system is both internal and externally facing. During the 11-13 biennium, the system was re-written and enhanced to offer all permit types online as well as automated routing. The system allows most loads to be permitted on state roadways without human intervention; the system is available 24x7. All ongoing, maintenance, and project costs will be covered by the $15 transaction fee charged to routed permits. In 2013, the E-permit system issued 158,939 permits to the trucking industry, with revenue of $13,917,601. In the first six months of 2014, E-permits has processed 123,162 permits for a total of $14,689,673. This increase is due to the addition of the all permit types to

the web and increased activity.

4. Web-citations: This system was designed for use by the states' attorneys and the clerks of court to inquire on any citations done by the Highway Patrol.
5. Web-schedules: This system was designed for use by State Radio and clerks of court to inquire on work schedules of Highway Patrol Troopers.
6. Netmotion: This is a VPN product that provides session persistence in the event our units lose coverage. It also provide multi-factor authentication.
7. Sharepoint Our agency uses for the dissemination of data files to and from the field. It provides our officers the ability to post files from the roadside.
8. Digital Video: All roadside video is stored for retention and court purposes via this server. ITD stores and backs up all data.
9. PowerDMS: Our agency will begin using this application to track policies and compliance to accreditation standards.

IT Asset Management Plan

Our asset management includes PC, Mobile Data Laptop, tablets, and printer replacement.

PC/Mobile Data Laptop Replacement:

The NDHP operates and maintains 85 networked PCs and 175 non-networked mobile laptops. Our computers are scattered across the state in 46 separate locations. We have established a 4 year replacement cycle on all of our computers and laptops. During the 15-17 biennium, the HP will be replacing half of the PCs and half of the laptops. The average cost per PC is estimated at $1350, this includes both office automation and power user machines. The majority are classified as power user machines. The average cost per laptop is $4500; these laptops would fall into the custom category as they are ruggedized for use in extreme temperatures and environments. Touch screen and backlit keyboard functionality is also important for officer safety. The Highway Patrol has been using the Panasonic Toughbooks for 16 years and the agency has seen only a handful of issues. This is critical to maintaining a 24X7 working environment. All laptops use multi-factor authentication.

Tablets:

The agency currently operates 5 tablets; 4 IPAD, and 1 Surface Pro. The tablets are used by staff officers for meetings and travel. The NDHP plans to evaluate windows-based tablets as a potential replacement for mobile data laptops in the future.

Printers

The HP operates 2 types of printers: Laser and Thermal. Laser printers have a 7 year replacement cycle, and the Thermal car printers have a 6 year replacement cycle. During the 15-17, the HP will replace 2 laser printers. All laser printers are networked for efficiency.

Severs:

The HP has a waiver to operate a server for Safetynet (a federal program). This program tracks and submits information to federal databases on inspection and crashes of commercial vehicles. The server is on a 6 year replacement cycle. Federal funding is used to maintain the servers. All data is backed up by ITD

Planned Activities:

The agency has identified 1 regular project budget period.

1. Permit Enhancements: After implementation of our current permit and routing application, we have identified several items that will continue to enhance the system and offer more features to the public.
    a. Allow users to store and manage Vehicle Configuration

Technologies being considered or investigated:

The NDHP has planned one non-project activity that could affect our technology infrastructure.

- Begin researching a LETA training system. This system may be a COTS application or a customized application.
- Tablet use in NDHP vehicles. This would be a replacement of current laptop technologies.
- Research options for a CVIEW. (Commercial Vehicle Information Exchange Window)
- Permit Enhancements: After implementation of our current permit and routing application, we have identified several items that will continue to enhance the system and offer more features to the public.
    - Potential move to statewide basemap
    - Investigate implementation of a Overhead Sign Structure system
    - Automated testing implementation